

Kansas Statewide Interoperability
Executive Committee/Kansas Office
of Emergency Communications

Standard Operating Procedure

Kansas All-Hazards Communications Unit Credentialing Procedure

Effective Date: 04/01/2014

Distribution Statement: This is a public document. The Point of Contact (POC) for this document is the Statewide Interoperability Coordinator (SWIC) in the State of Kansas

Current contact information for the SWIC Office can be found at http://www.kansastag.gov/OEC.asp

This document was prepared under the Interoperable Communications Technical Assistance Program (ICTAP) from the Office of Emergency Communication (OEC) within the U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of OEC or the U.S. Department of Homeland Security. Arizona Public Safety Interoperable Communications Office (PSIC) Standard Operating Procedures was used as a template.

Record of Changes

This Record of Changes is used to record revisions to this document, including a brief description of the changes made, the date the changes went into effect by approval of the Kansas Statewide Interoperable Executive Committee (SIEC) and the Statewide Interoperability Coordinator (SWIC).

Change No.	Date	Description	SWIC or SIEC Contact
0		Initial Approval by the Kansas Statewide Interoperable Executive Committee	
1	22 Aug 2014	Added AUXCOMM Sections	Col Chris Stratmann

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1 Introduction

1.1 Background

The State of Kansas, the Kansas Statewide Interoperability Executive Committee (SIEC) and the Kansas Office of Emergency Communications (KOEC), recognize the National Incident Management System (NIMS) as a comprehensive, national approach to incident management that provides a template to effectively and efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. It is applicable across functional disciplines at all jurisdictional levels.

A key feature of NIMS, the Incident Command System (ICS), is a standardized, on-scene, all-hazards incident management approach that represents organizational best practices and has become the standard for emergency management across the country. Within the NIMS ICS organizational structure, the Communications Unit plays a critical role and is responsible for: developing plans for the use of incident communications equipment and facilities; coordinating, installing and testing communications equipment; supervision and operation of the Incident Communications Center (ICC); and the distribution, maintenance, repair and recovery of incident communications equipment.

Positions within the Communications Unit (COMU) covered in this SOP include:

- Communications Unit Leader (COML)
- Communications Unit Technician (COMT)
- Auxiliary Communications (AUXCOMM) (Appendix A)

Additional information and resources are available on the KOEC website at: http://kansastag.gov/OEC.asp

1.2 Purpose

As the Kansas Division of Emergency Management-designated ESF2 (Communications) lead, the KOEC has the responsibility to ensure that there is an identified and qualified pool of personnel able to support the communications needs of the state. The purpose of this document is to describe the process for granting Kansas credentialing for Communications Unit (COMU) positions. Instructions for submitting applications for Kansas credentialing or renewal of credentials, and the associated forms, are available at: http://kansastag.gov/OEC.asp

1.3 Scope

This procedure applies to those individuals who meet the recommended guidelines for eligibility, training and experience for All-Hazards Communications Unit positions and are requesting Kansas credentialing in such positions.

This document references positions within the Communications Unit (e.g., COML, COMT) as they pertain to All-Hazards emergency response classifications; such references are not intended to reflect Red Card positions, as recognized under National Wildfire Coordinating Group (NWCG) guidelines.

1.4 Definitions

"Kansas Agency" is defined as "any Kansas law enforcement, fire, Emergency Medical Service (EMS), municipal, county, and State, Tribal, or Federal Agency, or Non-Governmental Organization (NGO) performing public safety or public service activities."

"Certifying Official" refers to an Agency's executive or the Agency executive's designee. [Note: This will vary depending on the Agency and the version of the Position Task Book (PTB) issued during training. Examples include: Agency Heads, Chiefs, and Division/Department Directors.

1.5 Authority

This document references the authority of the Statewide Interoperability Executive Committee as contained in Kansas Governor's Executive Order 07-27, dated December 20, 2007 and of the Kansas Office of Emergency Communications as identified in the Kansas Division of Emergency Management's 2014 Kansas Response Plan.

1.6 Administration

The Statewide Interoperability Coordinator (SWIC), within the KOEC is responsible for administering this procedure.

1.7 Updates & Revisions

This document will be reviewed every year and updated as needed. Those wishing to suggest revisions or additions to this document should send their feedback electronically to the SWIC/OEC at the contact information provided here: http://kansastag.gov/OEC.asp, or in writing to the Kansas Office of Emergency Communications, 2800 SW Topeka Blvd, Topeka, KS 66611.

Revisions to this document will be reviewed by the SWIC/KOEC and Communications Unit (COMU) Committee, who will recommend appropriate changes to the SIEC. The SIEC must then approve all such changes. Revised versions of this document will be effective once approved by the SIEC.

2 Certification and Credentialing Process Overview

All-Hazards Communications Unit personnel are trained communications professionals that work to achieve operability and interoperability through the ICS and among all responding agencies. Credentialing of these individuals entails the process of authoritatively attesting that individuals meet professional standards for the training, experience, and performance required for key incident management functions.

Requirements for credentialing for All-Hazards Communications Unit personnel must, at a minimum:

- Meet the federally required All-Hazards Training course prerequisites for the position
- Complete the Department of Homeland Security (DHS) approved, NIMS-compliant, position-specific All-Hazards training course (see Section 2.1)
- Complete and be signed off by an Agency Certifying Official on the comprehensive All-Hazards PTB(Position Task Book) (see Section 2.2)

2.1 Required Training

The DHS Office of Emergency Communications (OEC) has worked with emergency responders to develop a series of federally recommended training courses for All-Hazards Communications Unit positions. The training courses are led by federally recognized instructors and provide NIMS compliant instruction to establish core competencies and train qualified personnel to serve in specific positions during all-hazards emergency operations.

Information about the All-Hazards Communications Unit training courses available and the required prerequisites related to public safety communications background, skills, knowledge, experience and ICS training are available on the state website at: http://kansastag.gov/OEC.asp

At the conclusion of each training course, DHS, or their designee, will log each student who successfully completed the course into a national database (www.publicsafetytools.info) and mail a Certificate of Completion to each student.

2.2 Position Task Book

Position Task Books (PTBs) are an integral part of the "performance based" system Federal agencies have adopted for emergency response training. Each All-Hazards PTB lists the performance requirements (tasks) for the specific position in a format that allows a trainee to be evaluated against written guidelines. Trainees must demonstrate or perform successfully all tasks listed in the PTB to become credentialed in the ICS position to which they aspire.

The PTB may only be initiated once the student has completed the All-Hazards formal classroom training for the respective position; however, a trainee *may* include experience within the parameters set in the most current PTB occurring prior to the completion of the training course (Historical Recognition). Further, candidates must complete the PTB within the guidelines set forth in the most current PTB of the training course.

Evaluation and confirmation of the individual's performance of all the tasks may involve more than one evaluator and may occur on incidents, in classroom simulations, and in other work situations, such as planned events and exercises. Successful performance of all tasks, as observed and recorded by one or more qualified evaluators, will result in a recommendation that the trainee be credentialed in that position.

2.3 Agency Certification

A key component of the credentialing process is the evaluation by the Agency Certifying Official of an individual's capability to perform in the position. Individuals seeking credentialing in an All-Hazards Communications Unit position should follow the certification process established by their Agency. In relation to the PTB, the trainee's Agency Certifying Official is responsible for

assuring that documentation is proper and complete. The Agency Certifying Official will then indicate qualification for the position by signing the PTB.

3 Kansas-Specific Certification and Credentialing

The Kansas OEC will recognize and maintain record of the following COMU certifications/credentialing.

3.1 Agency-Certification Only

Agencies or individuals may *voluntarily* submit the following documentation to be captured by KOEC as *agency*-certified:

 Kansas All-Hazards Communications Unit Credentialing Agency Certification (Appendix B) with the first two sections completed.

3.2 KOEC (State)-Credentialed

Individuals wishing to seek KOEC (State) credentialing in a COMU position must complete and submit the following:

- One (1) signed copy of the Kansas All-Hazards Communications Unit Credentialing Submission Checklist Form including personal contact and Agency Affiliation information (see Appendix B)
- One (1) signed copy of the Kansas All-Hazards Communications Unit Credentialing Agency Certification (Appendix C)
- Supporting documentation, as identified in the application checklist, that all prerequisite training for the All-Hazards position training course has been completed
- One (1) copy of the Certificate of Completion from the DHS approved All-Hazards position training course
- One (1) copy of each of the completed All-Hazards PTB (DHS/OEC-developed PTBs required) The appropriate All-Hazards DHS/OEC PTB must be used; it must be legible and include the following completed elements:
 - Each numbered task in the PTB must be initialed by a qualified evaluator who
 was present at the incident/event/qualifying exercise. [Note: Separate initials
 are not required for each bulleted sub-task]
 - Contact information for each evaluator must be provided in the evaluator information section of the PTB. Appropriate evaluators for All-Hazards PTB tasks include individuals who are credentialed in the position being evaluated, or in a higher position, such as: Incident Commanders; Logistics and Operations Section Chiefs; and supervisory personnel or other individuals with relevant experience who are qualified to evaluate the task being reviewed for approval.
 - Final Evaluator's Verification: Signed verification by a qualified evaluator that <u>all</u> tasks in the PTB have been performed and are appropriately documented, and that the candidate has performed as a trainee. The Final Evaluator must be an

Incident Commander for which the applicant has performed COMU duties, or a representative of the Office of Emergency Communications.

 Agency Certification: Signed certification by the Kansas Statewide Interoperabilty Coordinator, or the Adjutant General's Chief Information Officer, confirming that the candidate has met all requirements for qualification in the position. A complete and separate PTB must be submitted for each position for which an individual desires consideration for credentialing.

The DHS/OEC PTB indicates for each task whether it has to be completed during an exercise, planned event or incident. For KOEC Credentialing, <u>each</u> PTB task MUST be completed twice and at least ONE instance of each task must be completed during an incident or planned event.

3.3 Kansas Regional Incident Management Team (IMT) Credentialed

Credentialing for Communications Unit Leaders (COML) for Kansas Regional IMTs is administered by the respective Regional IMT. Communication Unit Leaders must be IMT-credentialed in order to be deployed as part of an IMT. The requirements for IMT credentialing can be found in the Kansas IMT Operations Manual.

3.4 Additional Application Requirements and Instructions

Separate application materials (i.e., Submission Checklist, complete PTB, etc.) must be submitted for each position for which an individual desires consideration for credentialing.

All required application materials must be submitted either electronically to the Kansas SWIC using the contact information found here: http://kansastag.gov/OEC.asp or by mail to Kansas Office of Emergency Communications, 2800 SW Topeka Blvd, Topeka, KS 66611.

3.5 Review Process

Application materials received by the SWIC/KOEC will be reviewed by the Communications Unit (COMU) Committee of the SIEC in accordance with this SOP, as specified by the SIEC. The SIEC's COMU Committee will review each candidate's submitted application materials, and may make additional inquiries if more information is needed from the candidate, incident/event/qualifying exercise personnel, and/or the candidate's agency to ensure completion. COMU Committee members must abstain from any processing of their own application materials or where they may be a conflict of interest.

As needed, the COMU Committee will conduct application reviews to consider each candidate's application on its own merits, and submitted documentation of training, exercises, incidents and/or events will be evaluated based on number, depth and complexity.

A minimum of three (3) COMU Committee members must actively participate in each candidate-related action. COMU Committee members unable to attend may provide their recommendations regarding specific candidates to the SWIC and request the SWIC, another COMU Committee member, or an SIEC member speak on their behalf at the meeting; however, this will not be considered active participation. The SIEC has final authority to approve/deny all applications.

3.6 Initial Credentialing

Candidates granted credentials by the SIEC will be issued a document by the SIEC confirming their designation and will be added to the Comprehensive Resource Management and Credentialing System (CRMCS) database for Kansas.

The designation will remain current for three (3) years after the date the individual is credentialed by the SIEC, unless terminated or renewed.

If a candidate is not granted credentials, a document will be sent to the candidate with the COMU Committee's recommendations for additional training and/or experience needed for the candidate to be re-considered for credentialing at a later date.

3.7 Credentialing Renewal

The Kansas designation is effective for three (3) years from the date credentials are granted by the SIEC. Within ninety (90) days prior to the end of each three (3) year period following initial credentialing, individuals seeking renewal of their Kansas designation must request renewal by providing the following renewal application materials to the SWIC:

- One (1) copy of the Kansas All-Hazards Communications Unit Credentialing Agency Certification Form (see Appendix B, Renewal/Revision of Agency Certification section) with certification by an Kansas Agency affirming that they continue to meet all requirements for qualification in the All-Hazards position and that such qualification has been issued [Note: This is required, even if the credentialed individual has not moved to another Agency.]
- Documentation of experience in formalized and recognized communications training, or a qualifying exercise, incident or event within the three (3) year credentialing period to demonstrate active participation in an ICS Communications Unit Position Specific Role. Proof of these trainings must accompany the request. Examples of acceptable documents and continuing education include: Incident Action Plans, Organizational Charts, Communications Plans, Agency Certifying Official verification letter, communications training Certificates of Completion, development of a Tactical Interoperable Communications Plan (TICP), and Communications Assets and Survey Mapping Tool (CASM) use. [Note: Incident/event/qualifying exercise documentation should indicate that the individual served in the credentialed position.]

The credentials of those individuals who fail to provide the required renewal request documentation prior to the expiration of the three (3) year term will be considered expired and their status noted in the CRMCS database. The SIEC may grant a limited extension if they wish to be considered for credentialing at a future date, the applicant must submit a new PTB with tasks completed within the past 3 years and follow the initial application process.

Individuals who submit renewal request documentation prior to the expiration of the three (3) year term will remain credentialed until their renewal application is acted upon by the COMU Committee.

Renewal applications will be evaluated by the COMU Committee as noted in Section 3.5. Candidates whose credentials are renewed by the SIEC will be issued a document confirming

their continued Kansas designation for an additional three (3) year term. Candidates whose credentials are not renewed will be sent a document with the review committee's explanation.

3.8 Agency Certification Changes

Credentialing status is dependent upon continued affiliation with an appropriate Kansas Agency, and the Agency's concurrence that the individual continues to be qualified in the All-Hazards position.

A Kansas Agency Certifying Official may withdraw certification of an individual by formal written notice of such withdrawal using the Kansas All-Hazards Communications Unit Credentialing Agency Certification Form (see Appendix B, Removal of Agency Certification section).

If a credentialed individual moves to a different Agency, he/she must provide Agency Certification from the new Agency using the Kansas All-Hazards Communications Unit Credentialing Agency Certification Form (see Appendix B, Renewal/Revision of Agency Certification section). When received, the change of affiliation will be reviewed and records updated accordingly, but the credentialing renewal date will remain unchanged.

3.9 Records

Centralized record keeping for the Kansas All-Hazards Communications Unit Program will be provided by the SWIC.

Appendix A

AUXCOMM Credentialing

Background

During a large scale event traditional communications resources can be easily overwhelmed. In addition to resources tied directly to government, officials should utilize the capabilities present within amateur radio where appropriate. These groups and individuals offer an abundance of skills and potential solutions. It is also necessary within this community however to ensure that the supported entity is getting a trained and competent commodity and therefore, Kansas has set the following criteria to be state recognized/credentialed as an AUXCOMM operator at the indicated levels:

Radio Operator IV

- Technician Class License (or higher)
- IS-100.b Introduction to Incident Command System, ICS-100
- IS-700 National Incident Management System (NIMS), An Introduction
- Government issued photo ID (Drivers License, Student ID, etc).

Radio Operator III

- All of Radio Operator IV plus the following:
- Complete the DHS/OEC approved AUXCOMM course
- IS-200.b ICS for Single Resources and Initial Action Incidents
- IS-800.b National Response Framework, An Introduction
- Act as Net Control for an amateur radio net at least once (documented)

Radio Operator II

- All of Radio Operator III plus the following:
- General Class License (or higher)
- Proficiency in one mode other than voice (i.e. digital, code, RTTY, ATV, etc.)
- Introduction to Emergency Communication ARRL Course #: EC-001*

Or all of the following:

- IS-1 Emergency Manager, An Orientation to the Position
- IS-120.a An Introduction to Exercises
- IS-139 Exercise Design
- IS-235.b Emergency Planning
- IS-288 The Role of Voluntary Agencies in Emergency Management
- Operating proficiency as a Net Control (documented)

Radio Operator I

- All of Radio Operator II plus the following:
- Hold a leadership role in an AUXCOMM group. This can be a board position like President, or appointment like Field Day Coordinator, Training Officer, etc.
- Have a demonstrated ability to lead and direct radio operators, demonstrated by either coordinating public service events, or creation & execution of live radio training or exercises with groups of 10-15 or more.
- Public Service and Emergency Communications Management for Radio Amateurs-ARRL
 Course #: EC-016*

Or all of the following:

- IS-230.d Fundamentals of Emergency Management
- IS-240.a Leadership & Influence
- IS-241.a Decision Making & Problem Solving
- IS-242.a Effective Communications
- IS-244.b Developing and Managing Volunteers

Application Process

All required application documentation must be submitted either electronically to the Kansas Office of Emergency Communications (KOEC) using the contact information found here: http://kansastag.gov/OEC.asp or by mail to Kansas Office of Emergency Communications, 2800 SW Topeka Blvd, Topeka, KS 66611.

The following materials/documentation will be sent to the KOEC:

- One (1) copy of the Kansas All-Hazards Communications Unit Credentialing AUXCOMM Application/Renewal form (Appendix D).
- All required documentation commensurate with the Radio Operator level applying for.
 Experience/participation criteria shall have been completed within the three year period prior to application.

Application materials received by the KOEC will be reviewed by the Communications Unit (COMU) Committee of the Adjutant General's Amateur Radio Club (TAGARC) and the recommendation for approval/non-approval will be made to the KOEC/SWIC. The TAGARC's COMU Committee will review each candidate's submitted application materials, and may make information additional inquiries if more is needed from the incident/event/qualifying exercise personnel, and/or the candidate's agency to ensure completion. COMU Committee members must abstain from any processing of their own application materials or where there may be a conflict of interest.

^{*}If an operator has taken the ARRL classes in the old 3 class format, the first level class equals EC-001 and both the second and third level classes are equal to EC-016

The COMU Committee will conduct application reviews to consider each candidate's application on its own merits, and submitted documentation of training and experience will be evaluated.

A minimum of three (3) TAGARC COMU Committee members must actively participate in each candidate-related action. COMU Committee members unable to attend may provide their recommendations regarding specific candidates to the KOEC and request another COMU Committee member speak on their behalf at the meeting; however, this will not be considered active participation. The KOEC/SWIC has final authority to approve/deny all applications.

Initial Credentialing

Candidates granted credentials by the KOEC will be issued a document confirming their designation and will be added to the Comprehensive Resource Management and Credentialing System (CRMCS) database for Kansas.

The designation will remain current for three (3) years after the date the individual is credentialed unless terminated or renewed.

If a candidate is not granted credentials, a document will be sent to the candidate with the TAGARC COMU Committee's recommendations for additional training and/or experience needed for the candidate to be re-considered for credentialing at a later date.

Upgrading

Individuals wishing to upgrade to the next higher level operator class will submit all required documentation identical to a new application.

Credentialing Renewal

The Kansas designation is effective for three (3) years from the date credentials are granted by the KOEC. Within ninety (90) days prior to the end of each three (3) year period following initial credentialing, individuals seeking renewal of their Kansas designation must request renewal by providing the following renewal application materials to the KOEC:

- One (1) copy of the Kansas All-Hazards Communications Unit Credentialing AUXCOMM Application/Renewal form (Appendix D).
- All required documentation commensurate with the Radio Operator level applying for.
 Experience/participation criteria shall have been completed within the three year period prior to renewal.

The credentials of those individuals who fail to provide the required renewal request documentation prior to the expiration of the three (3) year term will be considered expired and their status noted in the CRMCS database. Individuals who *submit* renewal request documentation prior to the expiration of the three (3) year term will remain credentialed until their renewal application is acted upon by the TAGARC COMU Committee.

Renewal applications will be evaluated by the TAGARC COMU Committee as noted above. Candidates whose credentials are renewed by the KOEC will be issued a document confirming their continued Kansas designation for an additional three (3) year term. Candidates whose credentials are not renewed will be sent a document with the review committee's explanation.

Appendix B

Kansas All-Hazards Communications Unit Credentialing Submission Checklist



First Name	Middle Init	tial/Name	Last Name
Address			
City	State _		Zip Code
Telephone Number	Email /	Address	
Position for which you are applying for cred	entials	COML	COMT
Rank and/or Working Title			
Agency Name		24/7	Phone Number
Agency Address			
Agency City	State	e	Zip Code
Agency Contact Name		Titl	e
Contact Phone Number			ddress
☐ ICS 200 ☐ ICS 700 ☐ ICS 800 ☐ ICS 300 (This course is only re ☐ Copy of Certificate of Completion from Ics and Ics are also as a second in the Ics are also as a second in the Ics are also as a second in Ics are a second in Ics are also as a second in Ics are	om All-Ha ok, includ by appro	azards pos ding the fo priate app	ition training course
_ ,			_
Applicant Signature			Date
Sub Kansas Office		f Materials ency Commu	nications
	00 SW Top Topeka, KS		
			n

Appendix C

Kansas All-Hazards Communications Unit Credentialing Agency Certification



Name				
First Name Address	Middle Initial/Name	Last Name		
City		Zip Code		
Telephone Number		-		
Position for which you are applying f		COMT		
Unit Credentialing Proc	ication are described in the Kansa edure, available online at http://l	kansastag.gov/OEC.asp		
I certify that the individual named a Hazards Communications Unit posit	-	-		
Certifying Official's Signature		Date		
Print Official's Name				
-1				
Agency Address				
Agency City		Zip Code		
Remo Please remove our Agency's ce	val of Agency Certific			
Authorizing Official's Signature		Date		
Print Official's Name	Title			
one Number Email Address				
Agency Name				
Agency Address				
Agency City	State	Zip Code		
	Submission of Materials s Office of Emergency Communication	ations		

Revised: 08/22/2014 12

2800 SW Topeka, Blvd Topeka, KS 66611 http://kansastag.gov/OEC.asp

Appendix D

Kansas AUXCOMM Credentialing Application/Renewal



Name				
First Name Address	Middle Initial/Name	Last Name		
City	State	Zip Code		
Telephone Number	Email Address			
Position for which you are applying for	or credentials Radio Opera	tor IV III II I		
Please enter your associated AUXCOI	MM group's information b	elow		
Or: I am NOT currently associated w	ith an AUXCOMM group.			
Agency Name	24/7 Pł	24/7 Phone Number		
Agency Address				
Agency City		Zip Code		
Agency Contact Name				
	ntact Phone Number Email Address			
I certify the applicant has completed applying for: AUXCOMM group leader signature _				
☐ Training Completed (Attach Copies	of Certificates of Completion or	Training Record):		
☐ IS-100.b ☐ IS-200.b ☐ IS-700 ☐ IS-800.b ☐ IS-300	☐ IS-120.a ☐ IS-139 ☐ IS-235.b ☐ IS-288 ☐ IS-230.d	☐ IS-240.a ☐ IS-241.a ☐ IS-242.a ☐ IS-244.b ☐ EC-001 ☐ EC-016		
Copy of Certificate of Completion frCopy of FCC-issued Amateur Radio IAny additional documentation completebenefit your application	License	ng for or which you feel would		
Signature		Date		
Kansas Office of Emergency Communications 2800 SW Topeka, Blvd Topeka, KS 66611 http://kansastag.gov/OEC.asp				